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REMARKS

#1 - FOR ACTION AS APPROPRIATE.

DDA

60-2

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OPTIONAL FORM 41 (Rev. 7-76)
Prescribed by GSA
FPMR (41 CFR) 101-11.206



General Services Administration
Federal Supply Service
Washington, DC 20406

86-1813A

207 24 000

Dear Mr. Donnelly:

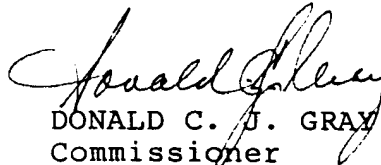
During the past few years we have held Customer Services Forums approximately every other month. The Forums, an outgrowth of the Partnership in Administration Conferences, are designed to address topics and issues which have been picked by customer agencies.

Heretofore, the Federal Administrative Managers Association (FAMA) and Small Agency Group (SAG) have acted as a clearinghouse for these meetings, providing both agenda items and agency representatives. However, we are now expanding the scope of these Forums to include all of our Federal Partners due to the impact and importance of our programs, policies and, indeed, future directions to your operations. We have enclosed a brief outline of the Forums' goals and structure.

You can be of help by nominating your senior management/administration official(s) you wish to represent your agency (and/or subordinate agencies) at these meetings. Your nominee should be the most knowledgeable policy official interfacing with the multiple Federal Supply Service programs (e.g., supply, procurement, travel, transportation, personal property, fleet management).

If you or your staff would like to discuss this effort, please contact William B. Foote, Assistant Commissioner for Policy and Agency Liaison on (FTS) 557-7970.

Sincerely,


DONALD C. J. GRAY
Commissioner

Mr. William F. Donnelly
Deputy Director for Administration
Central Intelligence Agency
Washington, DC 20505

Enclosure

Customer Service Forum

- Purpose:
- To facilitate the mutual Partnership in Administration Roles between GSA's Federal Supply Service (FSS) and customer agencies
 - To encourage meaningful dialogue between officials from FSS and customer agencies

Meetings: As necessary--perhaps four per year

Attendees:

FSS:
Assistant Commissioners and
Program Directors

Customer agencies:
Deputy Assistant Secretaries
Program Directors

Standing Agents: Blue Ribbon Advisory User Panels

- Communications
- Procurement
- Supply
- Travel
- Transportation
- Personal Property

Operations: Discussion topics will be solicited from all Federal agencies. Appropriate FSS Assistant Commissioners will give a brief program status report. The appropriate Blue Ribbon Advisory Panel(s) will discuss the topic from the Agency's perspective, and open the floor to agency representatives' questions/comments to be addressed by the FSS Assistant Commissioner(s) and Panel. Minutes will be provided.

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